



Department
of Public Service

GUIDE TO FILING COMPLAINTS ABOUT YOUR REGULATED UTILITY SERVICE

TO FILE A COMPLAINT WITH THE NYS DEPARTMENT OF PUBLIC SERVICE:

- **USE OUR ONLINE COMPLAINT FORM:**
www.dps.ny.gov/complaints
- **CALL OUR TOLL-FREE COMPLAINT NUMBERS:**
 - > **Helpline (for complaints and inquiries)**
800-342-3377
8:30 am to 4:00 pm (Monday through Friday)

For complaints and inquiries regarding billing or service with your electric, gas, telephone, cable television or water company.
 - > **Hotline (for gas and electric shut-offs)**
800-342-3355
7:30 am to 7:30 pm (Monday through Friday)

If you are threatened with a residential electric or gas service shut-off.
- **VISIT OUR OFFICE LOCATIONS:***
 - > **Albany:**
Three Empire State Plaza
Albany, NY 12223
 - > **Buffalo:**
Ellicott Square Bldg.
295 Main St.
Buffalo, NY 14203
 - > **New York City:**
90 Church St.
New York, NY 10007
 - > **Long Island:** (For PSEG-LI complaints)
125 East Bethpage Road
Plainview, NY 11803

Consumers with hearing or speech impairment can contact the DPS through the NYS Relay Service by dialing 711.

* To file a complaint in person, call our toll-free number at 800-342-3377 for directions and to make an appointment.

Take the following steps if you have an unresolved complaint:

Filing a Complaint with the NYS Department of Public Service

The New York State Department of Public Service (DPS) has produced this guide to advise you about its complaint handling process. This information is designed to help you understand how to resolve an issue or complaint you may have with your electric, natural gas, telephone, cable television or water company.

If you have a complaint, first try to resolve it with your utility. If you are unable to get satisfactory help, the DPS has staff to assist you by investigating your complaint.

The DPS's complaint process involves three levels of investigation:

1. The initial complaint
2. The informal hearing or review
3. An appeal of the informal hearing or review decision

1. Initial Complaint Process

File your complaint by internet, telephone, fax, letter or in person* at one of the DPS offices located in Albany, Buffalo, New York City, or Long Island. The DPS Long Island office is responsible for handling PSEG-LI electric complaints.

In an effort to ensure that utilities fulfill their obligation to provide effective service, we will first ask the utility to contact you and resolve your concerns.

If the utility does not contact you with its initial acknowledgement, does not provide you with its response within two weeks or the matter remains unresolved after you have received the response, you should contact us and we will investigate the matter and report our findings to you.

DPS's Office of Consumer Services will conduct a full investigation of your complaint and notify you in writing or by telephone of the decision, the reasons for the decision and the action you may take.

While your complaint is being investigated by the DPS staff, you must pay the portion of your bill that is not in dispute or your service may be terminated by the utility.

* To file a complaint in person, call our toll-free number at 800-342-3377 for directions and to make an appointment.

If you have an unresolved complaint, you may file it at www.dps.ny.gov/complaints

2. Informal Hearing or Review

If you believe the initial decision was wrong, you can request an informal hearing or informal review. The request should be made in writing or by telephone and made within 15 days of the initial decision.

After the request is reviewed, you will receive a letter stating when and where the informal hearing will be held. Although it is not required, you and/or a representative of your choice may participate in either the informal hearing or review process. You may be asked to bring certain documents to the informal hearing or send them to the informal reviewer.

If you and the utility are unable to settle your complaint, the DPS hearing officer will make a decision on your complaint and notify you in writing of the decision.

3. Appeal of the Informal Hearing or Review

If you believe that the informal hearing officer's or reviewer's decision was wrong, you can appeal it within 15 days of the decision.

Your written appeal must contend that there was an error by the hearing officer or reviewer that affected the decision or that evidence not previously available would affect the decision.

All appeals, except those involving PSEG-LI, will be decided by the NYS Public Service Commission (PSC). PSEG-LI appeals will be decided by Long Island Power Authority (LIPA).

The PSC or LIPA will notify you in writing of their decision.